

Departmental Quarterly Performance Report

Department Name: Miami-Dade Transit

Reporting Period:

FY2003

Fourth Quarter

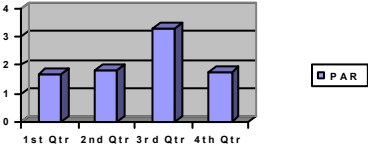
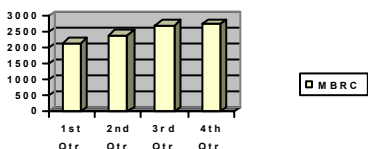
I. Performance Initiatives	Page 2
II. Personnel Status	Page 7
III. Financial Performance	Page 8
IV. Department Director Review	Page 9

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

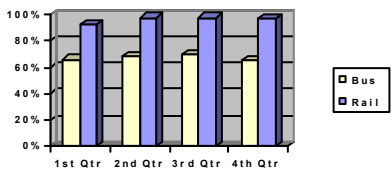
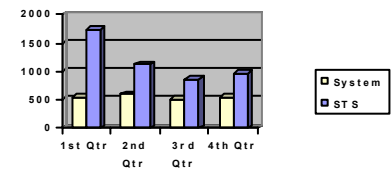
MAJOR PERFORMANCE INITIATIVES

<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Reduce Preventable Accidents 5% from FY02 level <i>Preliminary</i></p>  <p>The agency is currently exploring a remedial operators training program to address the spike in preventable accidents as a result of the rapid implementation of the People's Transportation Plan.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-1 Purchase new buses to replace outdated or those that have exceeded policy limits of 500,000 miles or 12 years</p> <p>In light of the rapid implementation of the People's Transportation Plan new buses were used for expansion, replacement buses are scheduled to arrive in FY04.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Increase bus miles between road calls by 10% from FY02 levels</p>  <p>Miles between road calls (MBRC) for July, August and September 2003 were 2785, 2,587 and 2,800 respectively, for an average of 2,724 for the fourth quarter. The current year's average of 2497 exceeds the 10% improvement goal over FY 2002's average of 2,053.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>TP-1 Improve on-time performance for Metrobus to 72% and Metrorail to 99%</p>  <p>On-time performance for bus averaged 65% for the fourth quarter (70%, 62% & 63% for July to September respectively) resulting in a year-to-date average of 67%, which is less than last year's average of 71%.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> Service <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>PS-3 Maintain complaints for the system (Metrobus, Metrorail and Metromover) at or below FY02 levels and reduce STS customer complaints by 5% from FY02 levels</p> <p><i>Preliminary</i></p>  <p>In an effort to expeditiously address customer complaints MDT has revised its internal submission by disbursing this information to the responsible divisions on a weekly instead of a monthly basis.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input checked="" type="checkbox"/> Business Plan</p> <p><input type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Begin Operating Palmetto Metrorail extension station</p> <p>The station opened on May 30, 2003.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>Purchase 100 new 40-foot buses for expansion and 70 new 30-foot buses for expansion</p> <p>Received eighty-two 40-foot expansion buses of a planned one hundred and fifty- seven 30-foot expansion buses of a planned seventy year to date.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i>	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input checked="" type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
Increase bus service miles from 27 to 45 million miles and from 1.9 million hours to 3.3 million hours	
Service expansion is ongoing; as of September 30 th annualized miles were approximately 31 million and annualized hours approximately 2.4 million.	

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>Add 24 hour daily service for rapid transit beginning June 2003</p> <p>Implemented 24 hour daily service on June 8, 2003.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>Increase frequency of rail service to every 15 minutes during evenings and weekends and to every 10 minutes during midday hours</p> <p>Implemented frequency of rail service on June 8, 2003 and added 24 hour Metrorail service.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>Provide free Metromover service for everyone</p> <p>Implemented November 6, 2002.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i></p> <p>Provide courteous transit service by providing refresher training courses to drivers and supervisors</p> <p>The agency successfully completed Instructional Refresher Training courses which are comprised of safety and customer service elements for drivers and supervisors in the current quarter.</p>	<p><input type="checkbox"/> Strategic Plan</p> <p><input type="checkbox"/> Business Plan</p> <p><input checked="" type="checkbox"/> Budgeted Priorities</p> <p><input type="checkbox"/> Customer Service</p> <p><input type="checkbox"/> Workforce Dev.</p> <p><input type="checkbox"/> ECC Project</p> <p><input type="checkbox"/> Audit Response</p> <p><input type="checkbox"/> Other _____</p> <p>(Describe)</p>

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#43 Review and benchmark fleet maintenance for managed competition or targeted savings initiative for mid-life overhaul of transit rail cars</p> <p>On September 9th the Board of County Commissioners awarded Contract No. TA02-MR26 between Miami-Dade County and Washington Infrastructure Services, Inc. for the provision of engineering services for the Phase One of the Metrorail and Metromover Mid-Life Vehicle Fleet Overhaul and Modernization Project.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#230 Analyze use of full size and minibuses with potential swapping to improve route efficiency</p> <p>Two routes operating with full size buses are planned to be converted to minibuses with the next general line-up scheduled for December 2003. Additional routes will be converted from full size to minibuses with the continued implementation of the People's Transportation Plan.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#515 Implement Trip Planning system on the web allowing passengers real time planning of transit trips</p> <p>The agency has continued to work with Trapeze and Westwood One on data development. The FDOT addendum to the original scope of services and Trapeze implementation contract are still being developed. Data development is ongoing in preparation of the implementation of the project due to start in December 2003 with expected completion in the fourth quarter of 2004.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>
<p>County Mgr. Priority (Circle One): <i>People</i> <i>Service</i> <i>Technology</i> <i>Fiscal Responsibility</i></p> <p>#516 Fare purchase through electronic media – allowing fare purchase with credit cards through the web, phone and for payment at kiosks.</p> <p>Project will be developed in-house. The agency is currently waiting for e-gov for a code for the payment processor. Modification will be made to the web content, code for integration to payment manager and back office application. Database design is currently being worked on by a programmer.</p>	<p><input type="checkbox"/> <i>Strategic Plan</i></p> <p><input type="checkbox"/> <i>Business Plan</i></p> <p><input type="checkbox"/> <i>Budgeted Priorities</i></p> <p><input type="checkbox"/> <i>Customer Service</i></p> <p><input type="checkbox"/> <i>Workforce Dev.</i></p> <p><input checked="" type="checkbox"/> <i>ECC Project</i></p> <p><input type="checkbox"/> <i>Audit Response</i></p> <p><input type="checkbox"/> <i>Other</i> _____ (Describe)</p>

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i>	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
#622 Assess alternatives and costs for providing services on new or current routes. Implemented seven new routes; two providing neighborhood circulator service which allowed removal of portions of four local, full size routes from the area(s). The running times or schedules were adjusted to improve service reliability on 24 routes and the service frequency was increased on 29 routes. Monitoring of the new and improved bus service will continue to determine if the new routes are productive. In the coming fiscal year the agency through consultants authorize a Comprehensive Operational analysis of the entire bus system.	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
County Mgr. Priority (Circle One): <i>People Service Technology Fiscal Responsibility</i>	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>
#761 Create competition for the maintenance of various transit vehicles. Negotiations have been completed with Penske. Item is under preparation for BCC award.	<input type="checkbox"/> <i>Strategic Plan</i> <input type="checkbox"/> <i>Business Plan</i> <input type="checkbox"/> <i>Budgeted Priorities</i> <input type="checkbox"/> <i>Customer Service</i> <input type="checkbox"/> <i>Workforce Dev.</i> <input checked="" type="checkbox"/> <i>ECC Project</i> <input type="checkbox"/> <i>Audit Response</i> <input type="checkbox"/> <i>Other</i> _____ <i>(Describe)</i>

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

PERSONNEL SUMMARY

A. Filled/Vacancy Report

NUMBER OF FULL-TIME POSITIONS*	Filled as of September 30 of Prior Year	Current Year Budget	Actual Number of Filled and Vacant positions at the end of each quarter							
			Quarter 1		Quarter 2		Quarter 3		Quarter 4	
			Filled	Vacant	Filled	Vacant	Filled	Vacant	Filled	Vacant
			2610	3297	2619	678	2878	419	2909	388

* Public Safety Departments should report the sworn versus non-sworn personnel separately and Departments with significant part-time, temporary or seasonal help should report these separately.

Notes:

B. Key Vacancies

Bus Maintenance Technicians, Transit Electronic Technicians

C. Turnover Issues

D. Skill/Hiring Issues

E. Part-time, Temporary and Seasonal Personnel

(Including the number of temporaries long-term with the Department)

Part-time Positions – 412 (all bus operators start out as part-timers)

Temporary Employees - 49

F. Other Issues

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

FINANCIAL SUMMARY

(All Dollars in Thousands)

	PRIOR YEAR Actual	CURRENT FISCAL YEAR						
		Total Annual Budget	Quarter		Year-to-date			
			Budget	Actual	Budget	Actual	\$ Variance	% of Annual Budget
Revenues								
State Operating Assistance		16,287	16287	16160	16,287	19,985	3,698	122.71%
Local Option Gas Tax		14,760	14760	14760	14,760	14,760	0	100.00%
General Fund		114,950	114950	114950	114,950	114,950	0	100.00%
Fares		67,220	16,798	20,047	67,220	62,525	(4,695)	93.02%
Advertising & Other Revenues		6,124	1,531	3,389	6,124	4,598	(1,526)	75.08%
Tri-Rail Bus Feeder		667	333	333	667	667	0	100.00%
County Surtax		38,035	38,035	38,035	38,035	38,035	0	100.00%
Total		258,043	202,694	207,674	258,043	255,520	(2,523)	
Expense*								
Personnel		183,615	45,904	33,912	183,615	174,827	(8,788)	95.21%
Operating		74,428	18,607	21,016	74,428	80,693	6,265	108.42%
Capital								
Total		258,043	64,511	54,928	258,043	255,520	(2,523)	203.63%

* Expenditures may be reported by activity as contained in your budget or may be reported by category (personnel, operating and capital).

Equity in pooled cash (for proprietary funds only)

Fund/ Subfund	Prior Year	Projected at Year-end as of			
		Quarter 1	Quarter 2	Quarter 3	Quarter 4
Total					

Departmental Quarterly Performance Report

Department Name: Miami Dade Transit

Reporting Period: FY2003 3rd Quarter

Comments:

(Explain variances, discuss significant in-kind services, provide status of aged receivables at 30-60-90-+ days and those scheduled for write-off, if applicable)

The department is currently experiencing a shortfall in revenues mainly as a result of lower than expected farebox revenues. The agency believes that this is as a result of fraud which is currently being investigated, the impact of riding free on the buses without having a Golden Passport ID and lower than expected cost recovery on new service. Effective September 1, all eligible Golden Passport riders must show a Golden Passport to ride without paying. We will report on the impact of this enforcement in the first quarter of FY04.

STATEMENT OF PROJECTION AND OUTLOOK

The Department projects to be within authorized budgeted expenditures and projects that available revenues will exceed expenses except as noted below:

Notes and Issues:

(Summarize any concern or exception which will prohibit the Department from being within authorized budgeted expenditures and available revenues)

DEPARTMENT DIRECTOR REVIEW

The Department Director has reviewed this report in its entirety and agrees with all information presented including the statement of projection and outlook.

Signature
Department Director

Date _____